

Agent/Assister Job Aid – Searching for an Agent/Assister

In this job aid, please find steps to use the Agent and Assister search tool. There are two options for accessing the tool.

1. An individual can begin the application process and proceed until they reach the screen asking whether they would like to be assigned an Agent or Assister. The steps for completing the application to this point and a description of the search tool are provided.
2. The other option is using the Get Help In-Person buttons at kynect.ky.gov. Either link for Assisters or Insurance agents will navigate to the [search tool](#).

Processes covered in this job aid are:

- Navigating the search tool
- Searching for an Agent or Assister during an individual application

Navigating the Search Tool

Individuals may launch the search tool from kynect.ky.gov. In the **Get Help In-Person** section, an individual may click on Assisters or Insurance Agents. Clicking either option will navigate the user to the search screen.



Clicking either **Assisters** OR **Insurance Agents** option will navigate the user to the search screen shown [here](#).

The screenshot shows the 'Kentucky Health Benefit Exchange' website. At the top, there's a navigation bar with links: 'Getting Started', 'Browse Plans', and 'FAQ'. Below this, a header states 'Insurance Agent or Assister Help is Free' with a note '*=Required field'. A paragraph explains that users can fill in any box to search for an insurance agent, and more information leads to closer search results.

The main content area is divided into two sections: 'Insurance Agents' and 'Assisters'. The 'Insurance Agents' section is highlighted with a blue box and a callout. It contains fields for 'Insurance Agent First Name', 'Insurance Agent Last Name', 'Marketplace' (dropdown), 'Agency' (text), 'Insurance Companies' (dropdown), 'Location' (County dropdown, 'Near public transportation' checkbox), and 'Other' (Preferred Language dropdown, 'Method of Contact' dropdown, 'Availability' dropdown, and 'ASL, TTY or Kentucky Relay Capable' checkbox). A green 'Search' button is at the bottom right of this section.

The 'Assisters' section is highlighted with a red box and a callout. It contains fields for 'Assister First Name', 'Assister Last Name', 'Assister Organization' (text), 'County' (dropdown), 'Zip Code' (text), and 'Preferred Language' (dropdown). A green 'Search' button is at the bottom right of this section.

At the bottom of the page, there's a footer with links for 'Privacy Policy', 'Terms of Use', and '©Copyright 2013'. Social media icons for Facebook, Twitter, YouTube, and LinkedIn are also present. On the right, there's a 'Contact Us' link, the website URL 'www.healthbenefitexchange.ky.gov', and the phone number '1-855-459-6328'.

Insurance Agents

Agency Information

Insurance Agent First Name
Insurance Agent Last Name
Marketplace
Agency
Insurance Companies
Location
County
Near public transportation
Other
Preferred Language
Method of Contact
Availability
ASL, TTY or Kentucky Relay Capable
Search

Assisters

Assister First Name
Assister Last Name
Assister Organization
County
Zip Code
Preferred Language
Search

To search for Insurance Agents, use top portion of the search tool for Insurance Agents.

To find an Assister, use the bottom portion of the screen for Assisters

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Insurance Agent Search Criteria

The screenshot shows the 'Insurance Agent or Assister Help is Free' search form. A red box highlights the instruction: 'Only one box needs to be filled in to do a search'. Callouts point to various search criteria:

- Search by Name:** Points to the 'Insurance Agent First Name' and 'Insurance Agent Last Name' text input fields.
- By Agency:** Points to the 'Agency:' text input field.
- By Location:** Points to the 'County' dropdown menu.
- By Company:** Points to the 'Insurance Companies' dropdown menu.
- By Other:** Points to the 'Preferred Language', 'Method of Contact', and 'Availability' dropdown menus.
- Click Search:** Points to the green 'Search' button.

A large blue callout box on the right states: 'You may enter as little as one box of information. The more information you enter, the more specific your results.' A red asterisk indicates that fields marked with it are required.

You can search for an Agent using the following criteria:

First Name and/or Last name

Please note that if you use only a first name you may end up with several pages of results. As an example, if you search for Insurance Agent First Name John, you will have six pages of results. If you use both first and last name, you will typically narrow the search to one specific person.



Agency:

In this field, you can search for Insurance Agents that work for a specific company, organization, or agency.

Agency:

Insurance Companies:

When you choose to search by Insurance Companies, there is a drop down box that allows you to choose the specific Insurance Company. Please note that names of companies that participate in the Marketplace may change and are not necessarily those listed in the example below.

Insurance Companies

Select--

Humana Health Plan, Inc.

Baptist Health Plan, Inc.

Dentegra Insurance Company

Anthem Health Plans of Kentucky, Inc.

Delta Dental of Kentucky, Inc.

Best Life and Health Insurance Company

Guardian Life Insurance Company of America

UnitedHealthcare of Kentucky, Ltd.

Dental Concern Inc. (The)

Aetna Health Inc. (PA)

CareSource Kentucky Co.

WellCare Health Plans of Kentucky, Inc.

County:

Location	
County	
Other	<div> <div>--Select--</div> <div> ADAIR ALLEN ANDERSON BALLARD BARREN BATH BELL BOONE BOURBON BOYD BOYLE BRACKEN BREATHITT BRECKINRIDGE BULLITT BUTLER CALDWELL CALLOWAY CAMPBELL CARLISLE CARROLL CARTER CASEY CHRISTIAN CLARK CLAY CLINTON CRITTENDEN CUMBERLAND </div> </div>
Name	
John Ir	-3322
John Ir	-3322
Assiste	
Assist	
County	--Select--

Other

Includes:

Language preference

Method of contact

Availability

Preferred Language

--Select--

English

Vietnamese

French

Spanish

Iranian

Russian

Sign Language

Bosnian

Chinese Mandarin

Chinese Cantonese

Arabic

Korean

Hindi

Farsi

Urdu

Albanian

German

Czech

Amharic

Armenian

Bengali

Croatian

Haitian Creole

Hebrew

Hungarian

Indonesian

Japanese

Kurdish

Laotian

Method of Contact

--Select--

Phone

Home Visit

Office Visit

Availability

--Select--

Mornings

Daytime

Evening

Weekends

Search

Assisters

Assister First Name

Assister Last Name

Assister Organization

County

--Select--

Zip Code

Preferred Language

--Select--

Search

First Name and/or Last name

Assister Organization

County

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Zip code

A Zip Code search may still return many results depending on location. Some zip codes have several organizations and locations to select from.

Preferred Language

This search function will display results based on the capability of Assisters to help in the language selected. Please note that the Assister may use the Language Line to assist with these appointments or calls.

The search results screen provides a list of Agents or Assisters based on the information entered. The individual should select their desired Agent or Assister, then click the **Add** button. If an applicant is making the selection during the application process they will proceed to the application.

Choose an Agent or Assister by checking the radio button next to their name.

<input type="radio"/>	Zjbw AbMgvj	NA	(206) 931-9675	email14695@yahoo.com
<input checked="" type="radio"/>	Sjynxz Hbckjzvm	NA	(890) 193-4101	email7916@sbcglobal.net
<input type="radio"/>	Avquudn Trsulzje	NA	(108) 684-4801	email12704@sbcglobal.net
<input type="radio"/>	Wvqr Etwnluhlb	NA	(961) 656-2855	email1558@comcast.net

1 2 3 4 5 6 7 8 9 10

Your search returned too many results to display. Please enter additional search criteria to limit the number of results returned.

Save & Exit

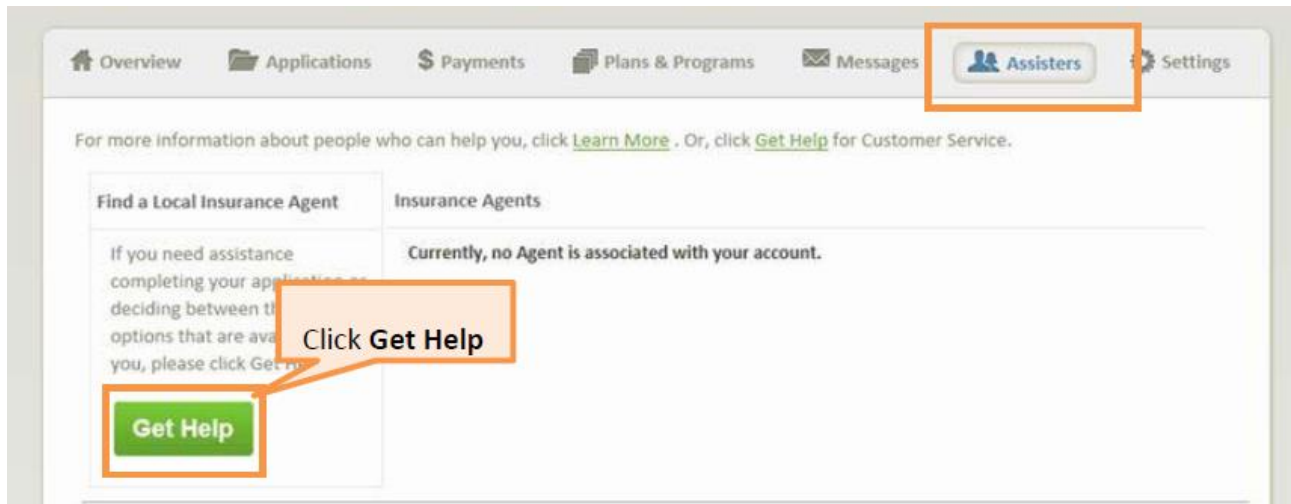
Add

Back Next

Click **Add**, then click **Next**

Add or Remove an Agent or Assister

To add an Agent or Assister to an existing application, an applicant can click the **Assisters** tab at the top of their dashboard, then choose, **Get Help**. This will allow for the same search we previously reviewed.



After an individual has assigned an Agent or Assister to their account, they will be able to view contact information for this Agent or Assister in their Assisters page. This information includes:

- Agency or organization information
- Mailing address for agency or organization
- Agent/Assister name
- Agent/Assister phone and email

To change or remove Agents or Assisters from an account. Click the **Remove** button.

